

# **APPENDIX A**

## **RFP STATEMENT OF WORK**

### **CONSULTANT FOR IMPLEMENTATION OF WORKFORCE INNOVATION AND OPPORTUNITY ACT (WIOA) TITLE I INTEGRATED SERVICES PROGRAMS**

## TABLE OF CONTENTS

PARAGRAPH	TITLE	PAGE
1.0	SCOPE OF WORK .....	1
2.0	ADDITION/DELETION OF FACILITIES, SPECIFIC TASKS AND/OR WORK HOURS .....	1
3.0	QUALITY CONTROL .....	2
4.0	QUALITY ASSURANCE PLAN .....	2
5.0	DEFINITIONS .....	3
6.0	RESPONSIBILITIES .....	3
	<u>COUNTY</u>	
6.1	Personnel .....	3
6.2	INTENTIONALLY OMITTED .....	4
	<u>CONTRACTOR</u>	
6.3	Project Manager .....	4
6.4	Personnel .....	5
6.5	Materials and Equipment.....	6
6.6	Training .....	6
7.0	HOURS/DAYS OF WORK .....	7
8.0	WORK SCHEDULES .....	7
9.0	INTENTIONALLY OMITTED .....	7
10.0	SPECIFIC WORK REQUIREMENTS.....	8
11.0	GREEN INITIATIVES.....	18
12.0	PERFORMANCE REQUIREMENTS SUMMARY .....	18
13.0	EMERGENCY AND DISASTER PREPAREDNESS.....	18
14.0	COLLABORATIONS.....	19
15.0	INTENTIONALLY OMITTED.....	19
16.0	OTHER PROVISIONS.....	19
17.0	INTENTIONALLY OMITTED.....	19

# **APPENDIX A**

## **STATEMENT OF WORK (SOW)**

### **1.0 SCOPE OF WORK**

- 1.1 County of Los Angeles Community and Senior Services (County) administers an array of Federal, State and County programs to the residents of Los Angeles County. Among the Federal programs that County administers are the Workforce Innovation and Opportunity Act (WIOA) Programs, which provides employment and training services to Adult and Dislocated Workers (ADW), Youth, Veterans, as well as Rapid Response (RR) services to employers and their employees affected by downsizings or layoffs.

A key objective of WIOA is to embody an innovative system that focuses on the employer and labor market in order to better address the challenge of connecting job seekers to career pathways in high demand occupations and industry sectors while streamlining workforce operations.

Based on the Workforce Investment Board's (formerly known as the WIB and now recognized as the WDB) 2012 endorsement of WIA redesign guiding principles and their approval of nine major tenets of WIA redesign, County seeks a consultant that will provide technical assistance and hands-on guidance towards the Department's plan to implement the local area approved redesigned Los Angeles County Workforce System based on the Integrated Services (IS) model. The Proposer shall be responsible for leading the deployment of the American Job Centers of California (AJCCs) and Affiliates into the new Workforce System and spearheading collaborative efforts with Department executives, project management teams, and other stakeholder groups required to implement the WIOA Title I Programs into the IS model in Los Angeles County.

These efforts collectively shall fulfill the tasks described in Paragraph 10.0, Specific Work Requirements of this Statement of Work. Contractor's leadership, collaborative abilities, and innovative approach, in concert with County, will be critical in leading the successful execution of the Department's initiative, thus, fulfilling the federal mandate of integrating mandated partners (e.g., Temporary Assistance to Needy Families (TANF), the State of California Employment Development Department (EDD), and sector-based partners) into the AJCC service system while seamlessly transitioning new WIOA service providers into the County's new redesigned services system.

### **2.0 ADDITION AND/OR DELETION OF FACILITIES, SPECIFIC TASKS AND/OR WORK HOURS**

- 2.1 Prior to modifying or terminating a site or revising hours of service at a previously designated location(s), and before commencing any Tasks or work at any other

location, Contractor shall obtain written consent of County, and shall comply with Appendix C (Sample Contract), Paragraph 9.9, Modifications, as applicable.

2.1.1 Contractor shall inform County in writing and receive written County approval at least 60 days prior to relocation of Contractor's office or site location(s).

2.1.1.1 Contractor shall utilize Appendix C (Sample Contract), Exhibit F - Contractor's Administration to identify or update the site locations, as needed.

2.1.2 Specific Tasks or work hours shall not be modified or terminated by Contractor throughout the entire Contract term. Should an emergent need arise, any request for Service or work hour modifications will be reviewed by County on a case-by-case basis.

2.2 All changes must be made in accordance with Appendix C (Sample Contract), Sub-paragraph 8.1 - Amendments.

### **3.0 QUALITY CONTROL**

Contractor shall establish and utilize a comprehensive Quality Control Plan to assure County a consistently high level of Service throughout the term of the Contract. The Plan shall be submitted to the County Contract Project Monitor for review. The plan shall include, but may not be limited to the following:

3.1 Method of monitoring to ensure that Contract requirements are being met;

3.2 A record of all inspections conducted by Contractor, any corrective action taken, the time a problem was first identified, a clear description of the problem, and the time elapsed between identification and completed corrective action, shall be provided to County upon request.

### **4.0 QUALITY ASSURANCE PLAN**

County will evaluate the Contractor's performance under this Contract using the quality assurance procedures as defined in Appendix C (Sample Contract), Sub-paragraph 8.15 - County's Quality Assurance Plan.

#### **4.1 Meetings**

Contractor is mandated to attend all scheduled meetings called by County, or authorized designee. Contractor shall be given three (3) to five (5) days advance notice of all scheduled meetings with County. Contractor may also be required to attend emergency meetings without the above stated advance notice when necessary.

4.1.1 Contractor is required to attend all meetings. Contractor shall complete a sign-in sheet for face-to-face meetings. A roll call will be taken for meetings

attended via WebEx. Penalties will apply for Contractor's failure to attend either face-to-face or WebEx meetings pursuant to Appendix B (Statement of Work Exhibits), Exhibit 2 (Performance Requirements Summary (PRS) Chart).

- 4.1.2 Contractor staff is also required to regularly attend meetings that offer ways to expand knowledge of and increase efficiency in the Services provided. These meetings may be called by County. Contractor may also choose to attend meetings outside of Los Angeles County at Contractor's own expense that Contractor reasonably deems to be beneficial for the delivery of Client Services, as well as other meetings designated by County.

#### **4.2 Contract Discrepancy Report (Appendix B, Statement of Work Exhibit 1)**

Verbal notification of a Contract discrepancy will be made to the Contract Project Monitor as soon as possible whenever a Contract discrepancy is identified. The problem shall be resolved within a time period mutually agreed upon by the County and the Contractor.

The County Contract Project Monitor will determine whether a formal Contract Discrepancy Report shall be issued. Upon receipt of this document, the Contractor is required to respond in writing to the County Contract Project Monitor within five (5) workdays, acknowledging the reported discrepancies or presenting contrary evidence. A plan for correction of all deficiencies identified in the Contract Discrepancy Report shall be submitted to the County Contract Project Monitor within five (5) workdays.

#### **4.3 County Observations**

In addition to departmental contracting staff, other County personnel may observe performance, activities, and review documents relevant to this Contract at any time during normal business hours. However, these personnel may not unreasonably interfere with the Contractor's performance.

### **5.0 DEFINITIONS**

For a listing of Definitions for this Program, refer to Appendix C (Sample Contract), Exhibit P – Definitions.

### **6.0 RESPONSIBILITIES**

County's and the Contractor's responsibilities are as follows:

#### **County**

##### **6.1 Personnel**

County will administer the Contract according to Appendix C (Sample Contract), Paragraph 6.0 - Administration of Contract - County. Specific duties will include:

- 6.1.1 Monitoring Contractor's performance in the operation of this Contract on a monthly basis.
- 6.1.2 Providing direction to Contractor in areas relating to policy, information and procedural requirements.
- 6.1.3 Preparing Amendments in accordance with the Appendix C (Sample Contract) - Sub-paragraph 8.1 - Amendments.

## **6.2 INTENTIONALLY OMITTED**

### **CONTRACTOR**

## **6.3 Project Manager**

- 6.3.1 Contractor shall provide a full-time Project Manager or designated alternate. County must have access to the Project Manager during work hours as described in Paragraph 7.0, Hours/Day of Work, under this SOW.
- 6.3.2 Project Manager shall act as a central point of contact with County.
- 6.3.3 Project Manager shall have extensive knowledge of all WIOA Programs, including WIOA Title I Programs and the new IS model.
- 6.3.4 Project Manager shall have full authority to act for Contractor on all matters relating to the daily operation of the Contract. Project Manager shall be able to effectively communicate, in English, both orally and in writing.
- 6.3.5 The Project Manager will plan, organize and direct all administrative and Program activities related to the Program and Contract. The Project Manager will define lines of authority and will develop the roles and parameters of responsibility for staff consistent with established County requirements. In addition, the Project Manager serves as the coordinator/liaison for all funded services under this SOW, ensuring that any communications related to the Contract are conveyed to County. The Project Manager, or their alternate, shall oversee all the daily activities.
  - 6.3.5.1 Minimum Education, Experience and Qualifications: Project Manager must possess and demonstrate the following:
    - 6.3.5.1.1 Bachelor's degree from an accredited college or university;
    - 6.3.5.1.2 Shall have a minimum of 24 months' experience managing social or community services;
    - 6.3.5.1.3 Shall work with County WIOA program staff to assist with integrating new WIOA service providers into the WIOA Title I Programs IS model;

- 6.3.5.1.4 Ability to speak/read/understand English fluently;
- 6.3.5.1.5 Ability to provide guidance on decisions requiring judgment, and assistance with problem situations;
- 6.3.5.1.6 Administrative ability to explain goals, policies, and procedures and assist staff in adjusting to changes that occur;
- 6.3.5.1.7 Ability to encourage the development of professional growth and upgrading of skills through access to training and current literature;
- 6.3.5.1.8 Ability to evaluate the performance of Contractor staff based on established criteria.

## **6.4 Personnel**

- 6.4.1 Contractor shall assign a sufficient number of employees with the appropriate education, licensure, and experience noted above to perform the required work and capable of establishing effective communication with County as well as WIOA providers. Contractor shall always have a staff member that speaks and understands English with the authority to act on behalf of Contractor in every detail available during work hours.

Contractor shall operate continuously throughout the entire term of this Contract with at least the minimum number of staff set forth herein, as well as any other applicable staffing requirements of County for Contractor necessary to provide Services hereunder. Such personnel shall meet all qualifications in the Contract, as well as those provided by County through Contract Amendments, Administrative Directives and Program Policy Memorandums.

- 6.4.2 Other Staff: Contractor shall also have a sufficient number of qualified and Program-relevant staff with the appropriate education and experience to carry out the requirements of this Contract. The total number of staff shall be based on the method and level of Services provided.

- 6.4.2.1 All staff, paid and volunteer, shall be oriented and trained to perform their assigned responsibilities and tasks.

- 6.4.2.2 Use of Volunteers

Volunteers shall be recruited, trained and used by Contractor to expand the provision of Services. Volunteers must be appropriately qualified for the responsibilities Contractor intends to assign them prior to beginning those responsibilities. Volunteers shall be solely the responsibility of Contractor and shall report to the Project Manager (if applicable) or another employee of Contractor as designated by the Project Manager (if applicable).

## **6.5 Materials and Equipment**

The purchase of all materials/equipment to provide the needed Tasks and work specified under this Contract is the responsibility of Contractor and must follow the guidelines set forth in Exhibit S, Purchase, Inventory and Disposal Requirements for Fixed Assets, Non-fixed Assets and Supplies, of Appendix C, Sample Contract. Contractor shall use materials and equipment that are safe for the environment and safe for use by the employee.

## **6.6 Training**

- 6.6.1 Contractor shall provide training programs regarding the tasks and work specified in this Contract for all new employees and continuing in-service training for all employees. Contractor is responsible for ensuring its staff, including employees and volunteers, both existing and new, are properly trained in all areas related to Tasks and work under this Contract. Staff must be qualified, sufficient in number to deliver the Tasks adequately, and capable of establishing effective communication with County as well as WIOA providers.
- 6.6.2 All employees shall be trained in their assigned tasks and in the safe handling of equipment.
- 6.6.3 Contractor shall develop and implement an internal staff training policy, including the provision of an orientation to all new staff (which shall include employees and volunteers).
- 6.6.4 Contractor's Project Manager shall ensure that all appropriate Contractor employees and volunteers attend all training sessions as required by County, held at a County facility or another site, as determined by County for Contractor's benefit. Further, Contractor shall ensure that, at a minimum, a Contractor's designated, paid employee represents Contractor at each training session. Contractor may also choose to attend educational training opportunities outside of Los Angeles County at Contractor's own expense that the Contractor reasonably deems to be beneficial for the purpose of this Contract, as well as other trainings designated by County.
- 6.6.5 Contractor shall attend all mandated trainings called by County, or authorized designee. Contractor shall be given three (3) to five (5) days advance notice of all scheduled trainings with County. Contractor may also



be required to attend emergency trainings without the above stated advance notice when necessary.

- 6.6.6 Penalties will apply for Contractor's failure to attend all mandated trainings and shall be considered non-compliance with this Contract pursuant to Appendix B (Statement of Work Exhibits), Exhibit 2 (Performance Requirements Summary (PRS) Chart) and may result in further action pursuant to Appendix C (Sample Contract) Paragraph 9.13 Probation and Suspension, and any other applicable Contract provisions.

## **7.0 HOURS/DAYS OF WORK**

- 7.1 Contractor's Office shall be open a minimum eight (8) hours per day for the hours of 8:00 a.m. to 5:00 p.m.
- 7.2 Contractor shall also ensure that personal telephone contact with Contractor's staff is available to County during Contractor's hours of operation. Contractor shall also ensure that it has a telephone answering machine or voice mail in place during off-business hours. Contractor's staff shall check and respond to all messages in a timely manner.
- 7.3 Contractor shall ensure that Contractor staff is available to County on a minimum five (5) day-a-week (Monday through Friday) basis (not including County recognized holidays).

## **8.0 WORK SCHEDULES**

- 8.1 Contractor shall submit for review and approval a work schedule to the County Project Director or Project Manager within fourteen (14) days prior to starting work. Said work schedules shall be set on an annual calendar identifying all the required on-going specific tasks and task frequencies. The schedules shall list the time frames by day of the week, morning, and afternoon the tasks will be performed.
- 8.2 Contractor shall submit revised schedules when actual performance differs substantially from planned performance. Said revisions shall be submitted to the County Project Director or Project Manager for review and approval within fourteen (14) working days prior to scheduled time for work.
- 8.3 In the event of extraordinary incidents, unusual occurrences, natural disasters or crime, including but not limited to repairs, modifications, refurbishment, or replacement of facility(ies), vandalism, acts of God, and third party negligence, Contractor must have an emergency plan in place to ensure no disruption in Services.

## **9.0 INTENTIONALLY OMITTED**

## 10.0 SPECIFIC WORK REQUIREMENTS

- 10.1 Specific Tasks and General Requirements: The following include the standards required by County to perform each Task.

### 10.1.1 Specific Tasks

- 10.1.1.1 **Technical Assistance and Support:** Contractor shall provide support to the County in connection to the program implementation process such as developing and offering trainings and consultation, as necessary, and shall coordinate other efforts towards the implementation of the WIOA IS model of the Title I Programs.
- 10.1.1.2 **Response to Requests and Inquiries:** Contractor shall respond to County WIOA program staff regarding any request for information or documents related to WIOA programs within 24 hours.
- 10.1.1.3 **IS Implementation:** Contractor shall ensure all deliverables are met under the tasks listed below. Each task represents a deliverable that must be completed in order to achieve full implementation of the WIOA IS model, and shall not necessarily be completed in the order listed below.
- 10.1.1.3.1 **Training Manual of Standard Operating Procedures:** Contractor shall work with County WIOA program staff to develop a preliminary training manual of Standard Operating Procedures for the anticipated WIOA service providers to implement process and program standards, with the goal of achieving uniformity among the WIOA service providers in the provision and oversight of the redesigned WIOA Title I program services.
- 10.1.1.3.2 **Develop Data-Driven Programmatic Measuring and Monitoring Structure:**
- 10.1.1.3.2.1 Contractor shall map entire customer flow process (from customer point of program entry to program exit) and clearly define strategies for Individual Employment Plans, Individual Service Strategies, job ready checklists, and specific workshops.

- 10.1.1.3.2.2 Contractor shall develop job ready checklists for WIOA service providers' use.
- 10.1.1.3.2.3 Contractor shall define critical staff intervention points related, but not limited to, On-the-Job-Training, Customized Training, Work Experience, and cooperative learning and corresponding activity codes used in the CalJobs system to identify customer activities.
- 10.1.1.3.2.4 Contractor shall clearly define customer data entry points defined by the CalJobs/Virtual One-Stop customer tracking and reporting system, and identify implications for non-performance of WIOA service providers.
- 10.1.1.3.2.5 Contractor shall define roles, responsibilities, and reporting requirements of WIOA service providers under the new IS model.
- 10.1.1.3.2.6 Contractor shall work in conjunction with CSS' IT staff by providing input for the development of a customer flow digital-dashboard template to be used by CSS to monitor customer's progress and success rate including effective services to employers.
- 10.1.1.3.2.7 Contractor shall develop guidelines and communications for data analysis of the WIOA service providers' customer data, service data, and partner data to be used in the construction of the customer flow and success rate dashboard.

10.1.1.3.2.8 As directed by County, Contractor shall review and suggests changes, to the written Standard Operating Procedures for WIOA service providers.

**10.1.1.3.3 Policy Review and Revision to Reflect IS Environment:**

10.1.1.3.3.1 Contractor shall review and revise priority of service policies, such as Veterans, low income, and other target groups for the new IS model.

10.1.1.3.3.2 Contractor shall develop functional supervision guidelines for each AJCC and Affiliate service provider similar to those provided by the State of California Employment and Development Department (EDD), which can be found at <http://www.edd.ca.gov>.

10.1.1.3.3.3 Contractor shall review current supportive service policies, and revise them according to the new IS model, as appropriate.

10.1.1.3.3.4 Contractor shall review current training expenditure policies, and revise them according to the new IS model, as appropriate.

10.1.1.3.3.5 Contractor shall review current Right-to-Work requirements, and assess the point at which Right-to-Work Requirements are assessed according to the new IS model, as appropriate.

10.1.1.3.3.6 Contractor shall review current CalJobs/Virtual One-Stop data entry guidelines (timeliness, requirements for data entry, verification) for the new IS model and revise them, as appropriate.

10.1.1.3.3.7 Contractor shall review current complaint and grievance policies, escalation, and resolution protocols, and revise them according to the new IS model, as appropriate.

10.1.1.3.3.8 Contractor shall identify the program services that are required at each WIOA service provider site to ensure consistency in the provision of services by WIOA service providers.

10.1.1.3.3.9 Contractor shall develop, as needed policies and procedures for business services within the new IS Model.

10.1.1.3.3.10 Contractor shall develop and review, as needed, policies and procedures for WIOA service providers' marketing, branding, and website content requirements.

10.1.1.3.4 **Internal Capacity Building of County and EDD Staff and WIOA Service Provider Staff:**

10.1.1.3.4.1 Contractor shall develop a process for customer flow and service elements, and provide trainings to be used by County, EDD, and WIOA service providers' staff.

10.1.1.3.4.2 Contractor shall track customer, service, and partner performance in the new IS model, and identify areas of deficiency and strength in order to address any potential performance issues and to establish best practices.

10.1.1.3.4.3 Contractor shall provide quality control for programmatic

compliance and monitoring in the new IS model, such as but not limited to, monitoring new Resource Sharing Agreements.

- 10.1.1.3.4.4 Contractor shall develop fiscal monitoring procedures and tools to be used in the new IS model.
- 10.1.1.3.4.5 Contractor shall develop Continuous Quality Improvement (CQI) feedback methods and criteria, such as but not limited to, surveys for customer satisfaction.
- 10.1.1.3.4.6 Contractor shall analyze customer data, service data, and partner data to measure program effectiveness.
- 10.1.1.3.4.7 Contractor shall identify potential customer, service, and partner issues with WIOA service providers, and present a plan for resolution to WIOA Program staff.
- 10.1.1.3.4.8 Contractor shall have knowledge of Workforce Intelligence (defined in Exhibit P, Definitions) such as customer assessment, efficiency improvements, program relevance, and WIOA service providers' performance.
- 10.1.1.3.4.9 Contractor shall assist County to build service tools for County, and assist County to engage partners and WIOA service providers to expand the WIOA service providers' capacity. Service tools include, but are not limited to, analyses of the various customer bases such as Veterans, welfare recipients, and persons with disabilities, and re-entry population and additional tools such as various workshops

developed to meet the specific population's customer workforce needs.

10.1.1.3.4.10 Contractor shall coordinate meetings among WIOA service providers.

10.1.1.3.4.11 Contractor shall develop a training curriculum, materials and offer 20 separate group training sessions to County staff that incorporate key information from each of the task listed in Paragraph 10.0 of this Statement of Work.

**10.1.1.3.5 Ramp up/Implementation Planning:**

10.1.1.3.5.1 In consultation with County, Contractor shall disseminate information about new sites, locations, operators and service delivery designs to the public and stakeholders who are included as WIOA mandatory and additional partners (e.g., Programs authorized under Title I of WIOA; Adult, Dislocated Worker, and Youth; Programs authorized under the Wagner-Peyser Act; Adult education and literacy activities authorized under Title II of WIOA, etc.) referenced in WIOA, Title I, Section 121 (b).

10.1.1.3.5.2 In consultation with County, Contractor shall identify facilities, and necessary infrastructure for service delivery to assist County in identification of suitable sites for the AJCCs, Affiliates, and access points of customer entry to facilitate the IS customer flow.

10.1.1.3.5.3 In consultation with County, Contractor shall develop and provide implementation

guidelines based on the IS model, implemented by EDD, Functional Job Descriptions (defined in Exhibit P, Definitions) for the “Welcome,” “Skills Development,” and “Job Getting” Teams for AJCC, EDD, and WIOA program staff.

10.1.1.3.5.4 In consultation with County, Contractor shall develop and provide implementation guidelines based on the co-developed new IS model, implemented by EDD, Functional Supervision Job Descriptions (defined in Exhibit P, Definitions) for the “Welcome,” Skills Development,” and “Job Getting” Teams for AJCC, EDD, and WIOA program and partner staff.

10.1.1.3.5.5 Contractor shall develop and provide County with implementation guidelines to measure and monitor program performance.

10.1.1.3.6 **External Capacity Building with Successful WIOA Service Providers and EDD:**

10.1.1.3.6.1 Contractor shall conduct functional trainings under different IS model scenarios to new WIOA service providers and EDD.

10.1.1.3.6.2 Contractor shall develop a process for mapping a customer’s path throughout the system from point of program entry to program exit, and provide the basis for customer path training to be used by County, EDD, and WIOA service providers’ staff.



- 10.1.1.3.6.3 Contractor shall provide a customer data entry point process and collaboration methods between WIOA service providers and EDD.
- 10.1.1.3.6.4 Contractor shall track customer, service, and partner performance in the new IS model and identify areas of deficiency and strength in order to address any potential performance issues.
- 10.1.1.3.6.5 Contractor shall analyze Career Services in the new IS model to identify each activity's performance.
- 10.1.1.3.6.6 Contractor shall conduct cross training of Wagner Peyser, WIOA, and workforce services to new WIOA service providers and EDD.
- 10.1.1.3.6.7 Contractor shall assist in the provision of CalJobs training to WIOA service providers and EDD.
- 10.1.1.3.6.8 Contractor shall identify potential customer, service and partner issues with WIOA service providers and provide resolution.
- 10.1.1.3.6.9 Contractor shall strategically build service tools and engage partners and WIOA service providers to expand service capacity.

#### 10.1.1.3.7 **Implementation of IS Model:**

- 10.1.1.3.7.1 Contractor shall test the functionality and efficacy of the new IS model before implementation of the new system based on, but not limited to, customer services tools

referenced in Paragraph  
10.1.1.3.4.9.

- 10.1.1.3.7.2 Contractor shall provide a detailed IS model implementation timeline three months from the date of contract execution. The timeline shall, at minimum, consist of the target completion date of each task specified in this Statement of Work with the mutually agreeable deliverable identified.
- 10.1.1.3.7.3 After WIOA service providers begin providing services, Contractor shall conduct monthly debriefings until such time the County determines that debriefings may occur on a less frequent basis with WIOA service providers to identify their strengths and weaknesses, and shall resolve any potential issues.
- 10.1.1.3.7.4 Contractor shall develop a regional monitoring and communication plan to streamline communication among WIOA service providers and to share best practices, increase efficiency, and maintain consistency between WIOA service providers.
- 10.1.1.3.7.5 Contractor shall address WIOA service providers' issues, and process challenges through ongoing dialogue for continuous improvements and adjustments.
- 10.1.1.3.7.6 Contractor shall establish communication and engagement guidelines between WIOA service providers, EDD, and County staff.

10.1.1.3.7.7 Contractor shall report progress, as needed, to the Board of Supervisors, the Workforce Investment Board, and other stakeholder groups.

**10.1.1.3.8 Professionalization of WIOA Service Providers' Staff:**

10.1.1.3.8.1 Contractor shall develop competencies for WIOA service providers' staff, including but not limited to, administration and management of WIOA program services, skills, and employment requirements.

10.1.1.3.8.2 Contractor shall identify and develop a credential program for WIOA service providers' staff.

10.1.1.3.8.3 Contractor shall develop an implementation plan for beginning a credential program, which shall include set expectations, goals, and objectives for individuals beginning a credential program.

10.1.1.3.8.4 Contractor shall communicate the importance of professionalization to stakeholders and WIOA service providers.

**10.1.1.3.9 IS Model Implementation Evaluation and Recommendations:**

10.1.1.3.9.1 Contractor shall conduct qualitative and quantitative evaluation of the WIOA IS model implementation, and provide recommendations on WIOA service providers' improvements.

**10.1.1.3.10 Marketing Plan for WIOA Service Providers:**

10.1.1.3.10.1 Contractor shall develop a marketing plan for County and WIOA service providers to utilize for the advertisement of WIOA program services.

10.1.1.3.10.2 Contractor shall assist in the development of a central email domain template for suggested usage by County and WIOA service providers to utilize when advertising WIOA program services.

10.1.1.3.10.3 Contractor shall assist in the development of a central email domain template for County and WIOA service providers to utilize as a central point of contact with County Program Staff.

## **11.0 GREEN INITIATIVES**

11.1 Contractor shall use reasonable efforts to initiate “green” practices for environmental and energy conservation benefits.

11.2 Contractor shall notify County’s Project Manager of Contractor’s new green initiatives prior to the contract commencement.

## **12.0 PERFORMANCE REQUIREMENTS SUMMARY**

All listings of Services used in the Performance Requirements Summary (PRS) chart (see Appendix C (Sample Contract) Exhibit W - Performance Requirements Summary (PRS) Chart and Appendix B (Statement of Work) Exhibit 2 - Performance Requirements Summary (PRS) Chart) are intended to be completely consistent with the Contract and the SOW, and are not meant in any case to create, extend, revise, or expand any obligation of Contractor beyond that defined in the Contract and the SOW. In any case of apparent inconsistency between services as stated in the Contract and the SOW and this PRS, the meaning apparent in the Contract and the SOW will prevail. If any service seems to be created in this PRS which is not clearly and forthrightly set forth in the Contract and the SOW, that apparent service will be null and void and place no requirement on Contractor.

## **13.0 EMERGENCY AND DISASTER PREPAREDNESS**

13.1 Notwithstanding Contractor’s and County’s contractual objective to provide Services to eligible persons, Contractor shall make Services available to any person impacted by a nationally-or state-declared emergency event, contingent upon the availability and commitment of Federal Emergency Management Agency

(FEMA) or State Office of Emergency Services (OES) funds with which to reimburse Contractor for funds expended.

13.1.1 Contractor must have a written emergency plan on file describing how Services will be maintained during the event of a disaster or emergency.

13.2 Contractor shall develop and have on file a written Business Continuity Plan (BCP) that describes how Contractor will reduce the adverse impact of any emergency event, as referenced in 13.1, as determined by both the scope of the event (e.g., who and what it affects, and to what extent), and also its duration (e.g., hours, days, months). Contractor shall make the BCP available to its employees, volunteers, and subcontractors for reference before, during, and after such emergency event disruption.

## **14.0 COLLABORATIONS**

14.1 Contractor is encouraged to form collaborations with County and WIOA providers and stakeholders. Contractor is encouraged to share vital assessment information when needed with County and WIOA providers and stakeholders. However, in sharing information with other agencies, Contractor must respect Client confidentiality rights, adhere to applicable confidentiality regulations, and follow appropriate protocols.

14.2 Contractor shall establish procedures to protect all Client information consistent with the terms of this Contract; any amendments thereto; and all applicable laws and shall not disclose Client information without written consent from County and the Client.

## **15.0 INTENTIONALLY OMITTED**

## **16.0 OTHER PROVISIONS**

### **16.1 PROGRAM SUPERVISION, MONITORING AND REVIEW**

Services hereunder shall be provided by Contractor under the general supervision of County. County shall have the right to supervise, monitor and specify the kind, quality, appropriateness, timeliness and amount of the Services and the criteria for determining the persons to be served. Contractor agrees to extend to County, to authorized State representatives, and to authorized Federal representatives, the right to review and monitor Contractor's facilities, programs, records, or procedures at the discretion of County, State and Federal representatives.

## **17.0 INTENTIONALLY OMITTED**